



DEPARTMENT OF THE NAVY
BUREAU OF NAVAL PERSONNEL
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MILLINGTON, TN 38055-0000

BUPERSINST 4491.1
BUPERS-07
21 Sep 2017

BUPERS INSTRUCTION 4491.1

From: Chief of Naval Personnel

Subj: ENTERPRISE INFORMATION MANAGEMENT-SERVICE REQUEST

Encl: (1) Enterprise Information Management-Service Request
(2) EIM-SR Status Review

1. Purpose. This instruction implements a streamline submission process for all types of data requests to the Enterprise Information Management Team (EIMT) that ensures accurate and consistent submission of the Enterprise Information Management-Service Request (EIM-SR) via SharePoint.

2. Scope and Applicability. This instruction applies to all military, civilian, and Department of Defense contractors who request data services from the EIMT.

3. Policy. The Chief of Naval Personnel has directed that:

a. All requests for work and support services from the EIMT must be in writing and fully documented on the EIM-SR. The EIM-SR was designed in SharePoint to enable the originator to complete and submit the request electronically. See enclosure (1) for sample form and instructions. The EIM-SR is located on the EIM SharePoint Web page at:

<https://mpte.navy.deps.mil/sites/organizations/EIMB/SitePages/Home.aspx>

b. Upon receipt, the EIM-SR will be reviewed by an EIMT member to verify all applicable blocks are properly filled out and all attachments are included; if any information is missing, the originator (requestor) will be contacted for clarification or resubmission.

c. All EIM-SRs will be forwarded to the BUPERS Chief Data Steward (CDS) for priority determination, completion date, and assignment to the appropriate EIMT member(s) for action.

d. Each EIM-SR will follow an approved instruction or standard operating procedures (SOP) process. SOPs and instructions governing EIM processes can be found on the EIM SharePoint Web page: <https://mpte.navy.deps.mil/sites/organizations/EIMB/SitePages/Home.aspx>

4. Roles and Responsibilities

a. CDS

(1) Review, determine and assign priority, completion date, and assign to the appropriate EIMT member(s) for action.

(2) Manage due dates for services based on priorities.

(3) Approve final completion of all EIM-SRs

b. EIMT

(1) Complete the EIM-SR within the designated timeframe.

(2) Work with the service requestor when questions or issues arise.

(3) Maintain open lines of communication with leadership on the status of all assigned work.

(4) Provide feedback to the service requestor when work is completed.

c. Service Requestor

(1) Provide accurate, specific, and complete information when initiating the EIM-SR.

(2) Provide specific work requirements (for example: “Standardize Attached Term,” “Provide Architectural Analysis,” or “Review Interface Control Documents or Memorandum of Agreements,” etc.)

(3) Work with the CDS or EIMT to establish viable time periods for work completion.

(4) Work with the EIMT when further clarification or documentation is required.

5. Change or Cancel EIM-SR. If a change or cancellation is required, the originator should contact the EIMT and request assistance. All corrections and or updates are done locally in SharePoint by an EIMT member.

6. Review EIM-SR Status

a. Originators may review the status of their EIM-SRs at any time by re-entering the EIM SharePoint site at: <https://mpte.navy.deps.mil/sites/organizations/EIMB/Open%20EIM%20Service%20Requests/Forms/AllItems.aspx>.

b. For instruction on how to review the status, see enclosure (2).

7. Point of Contact. All correspondence should be addressed to the BUPERS CDS and routed to the following e-mail address: MPTE_EIM@navy.mil.

8. Records Management. Records created as a result of this instruction, regardless of media and format, must be managed per Secretary of the Navy (SECNAV) M-5210.1 of January 2012.

9. Review and Effective Date. Per OPNAVINST 5215.17A, BUPERS, Command Information Office (BUPERS-07), will review this instruction annually on the anniversary of its effective date to ensure applicability, currency, and consistency with Federal, Department of Defense, SECNAV and Navy policy and statutory authority using OPNAV 5215/40 Review of Instruction. OPNAV 5215/40 may be obtained from the BUPERS directives manager. This instruction will automatically expire 5 years after effective date unless reissued or canceled prior to the 5-year anniversary date, or an extension has been granted.

A handwritten signature in black ink, appearing to read 'RAB', with a long horizontal flourish extending to the right.

R. A. BROWN
Deputy Chief of Naval Personnel

Releaseability and distribution:

This instruction is cleared for public release and is available electronically only via BUPERS Web Site, <http://www.public.navy.mil/bupers-npc/Pages/default.aspx>

ENTERPRISE INFORMATION MANAGEMENT-SERVICE REQUEST

Enterprise Information Management Services Request

Requestor's Information

| | | | |
|-----------------------------|----------------------|-------------------------------|----------------------|
| 1. Title Of Request: | <input type="text"/> | 2. Requesting Organization | <input type="text"/> |
| 3.a. Name of Requestor | <input type="text"/> | 3.b. Requestor E-mail Address | <input type="text"/> |
| 3.c. Requestor Phone Number | <input type="text"/> | 4. Date of Request | <input type="text"/> |

Requested Service(s) (Select all that apply)

5. Service Requested

- Data Standardization
- Data Transfer Compliance (Compliance Review Process)
- Metadata Management Changes
- Data Quality
- Data Architecture
- Other

6. Reason For Request: DoD/DON Directive Or Policy Legislative Other

6.a.

7. Requested Completion Date:

8. Requested Service(s) Description:

9. Desired Outcome (what actions need to be taken and what is the expected result):

10. Identify business risk(s) of not accepting this request:

11. List applicable systems (Enter any known systems or "None known"):

12. Associated Documents (Select all existing documents associated with the request and attach below)
(If the total size of attached files exceeds 5MB, the form will not submit. Link to files in "Other" field):

- Business Case Analysis
- Standardization Package
- Compliance Review Package
- Memorandum of Agreement/Understanding (MOA/MOU)
- Functional Requirements Document (FRD)
- Standard Operating Procedure (SOP)
- Interface Control Document (ICD)
- SV-6
- DIV-1
- DIV-2
- Other

Attachment(s):

Add Attachment (Ctrl+Enter)

| Chief Data Steward Work Assignments | | |
|--|--|---|
| Worker: | <input type="text"/> | Assigned Work: <input type="text" value="Select..."/> |
| Action Required: | <input type="text"/> | Due Date: <input type="text"/> |
| <input checked="" type="checkbox"/> Assign Additional Team Member (Ctrl+Enter) | | |
| Chief Data Steward Date of Assignments: | <input type="text"/> | <input type="button" value="Today"/> |
| Work Status | | |
| Assigned Team Member | Status/Comments | Completion Date |
| <input type="text"/> | <input type="text"/> | <input type="text"/> <input type="button" value="Today"/> |
| Ready For Closeout: | <input type="text" value="Select..."/> | |
| Work Request Closeout | | |
| Date Of Closeout: | <input type="text"/> | <input type="button" value="Today"/> |

ENTERPRISE INFORMATION MANAGEMENT-SERVICE REQUEST

Directions for submission:

Block 1 - Title of Request –Type the name of the request (For example – My Navy Portal)

Block 2 - Requesting Organization – Name of your organization (For example - NAVMAC)

Block 3a - Name of Requestor – Name of the individual requesting Service

Block 3b - Requestor E-mail Address – Requestor’s official e-mail address

Block 3c - Requestor Phone Number – Requestor’s official work phone number

Block 4 - Date of Request (Auto-populated. Do not change)

Block 5 - Service Request (Click all that apply): Select all the categories that apply to this request. As selections are made, follow the directions that appear.

- Data Standardization
- Data Transfer Compliance (Compliance Review Process)
- Metadata Management Changes
- Data Quality
- Data Architecture
- Other
 - **5.a.** This block will only be visible if “Other” is selected. Please add further description if needed.

Block 6 - Reason for Request (select one):

- DoD/DON Directive or Policy
- Legislative
- Other (use this for any request that falls outside the choices listed)
 - **6.a.** Provide directive/policy or reason for request

Block 7 - Requested Completion Date: Date that the requested work should be completed (CDS reserves the right to negotiate completion dates).

Block 8 - Required Service(s) Description: Explain what the request is for and why the service is necessary.

Block 9 - Desired Outcome: What actions need to be taken and what is the expected result.

Block 10 - Identify business risk(s) of not accepting this request.

Block 11 - List applicable systems (Enter any known system or use “None Known”): List all systems or applications that need to be considered or utilized to satisfy this request. *Because you list it here does not constitute agreement that it will be utilized.*

Block 12 - Associated Documents (Select all existing documents associated with the request and attach below):

- Business Case Analysis
- Standardization Package
- Compliance Review Package
- Memorandum of Agreement/Understanding (MOA/MOU)
- Functional Requirement Document (FRD)
- Interface Control Document (ICD)
- SV-6
- DIV-1
- DIV-2
- Other
- N/A
 - **12.a.** Will appear to allow for further input

Once all blocks have been completed, select the “Submit EIM Service Request” button. If successful, the form will close and EIM will be notified of new pending request.

EIM Action

Chief Data Steward Work Assignment – Following submission of the EIM-SR, a designated EIMT member will review the SR for completion and will assign it to the appropriate EIMT member for action. The CDS will review the SR and assignment and acknowledge approval of both by dating the request.

Work Status

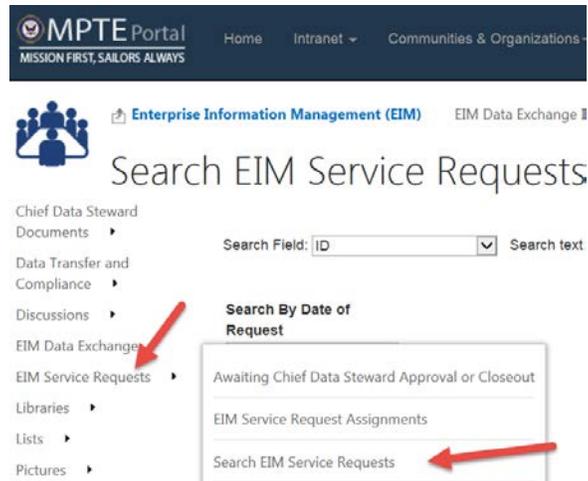
This section provides the assigned EIMT member(s) a place to make status updates and comments (if multiple people are assigned work, each will be provided a unique block for updates). When work has been completed a completion date will be entered in the appropriate EIMT member’s block and annotated as “Ready for Closeout.”

Work Request Closeout

This section will be completed once **all** requested EIM work has been completed. EIM-SR(s) will be archived once all work has been completed.

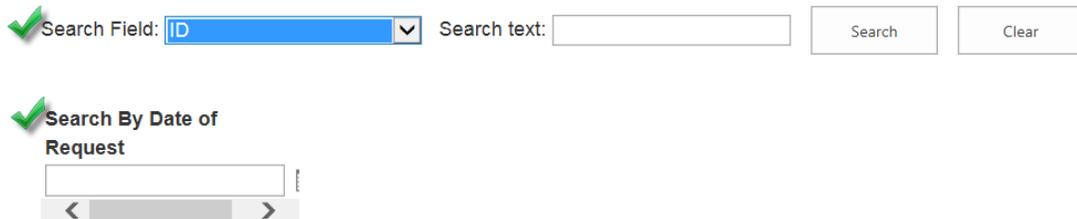
EIM-SR Status Review

- a. Select “Search EIM Service Requests”

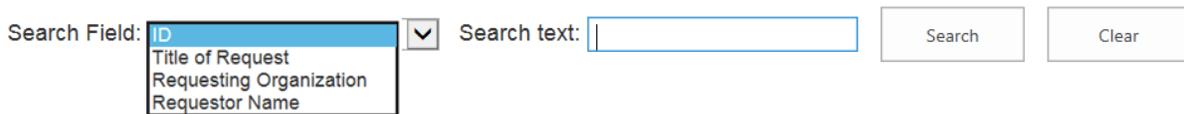


(1) Search can be performed from either “Search Field/Search Text” or “Search by Date of Request.”

Search EIM Service Requests



(2) Search Field/Search Text - Choose from the options in the drop down menu and complete the search text.



Example:

- Search Field - select “ID”
- Search Text – select the ID number associated with the requestor’s service request.
- To engage the search select “Search”

Search Field: Search text:

b. To reset the search, select “Clear”.

Search Field: Search text:

(1) Search by Date of Request - Enter the date the request was originally submitted using the date picker. To reset search, clear the date from the field.